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On Jan. 3, 2006

TOWNSEND and TOWNSEND and CREW LLP

By: Julie Taylor Clough

PATENT
Attorney Docket No.: 020366-077710US

Please enter
changes,
Ashok Patel
1/30/06

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Richard Cerami, et al.

Application No.: 09/921,275

Filed: August 1, 2001

For: PROACTIVE SERVICE REQUEST
MANAGEMENT AND
MEASUREMENT

Customer No.: 20350

Confirmation No. 5362

Examiner: Ashokkumar B. Patel

Technology Center/Art Unit: 2154

**AMENDMENT AFTER ALLOWANCE
UNDER 37 CFR § 1.312(a)**

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Sir:

In response to the Notice of Allowance mailed October 3, 2005, please amend the above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks/Arguments begin on page 5 of this paper.